Banks, Post Offices, Libraries (BPOL)
USER MANUAL
November 2002

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1.0   PROCESS SUMMARY OVERVIEW

The BPOL application was developed to assist in planning, scheduling, and tracking the distribution of over 120 different products (Forms, Publications, etc.) to over 20 different types of distribution sites and locations such as Banks, Post Offices and Libraries. In addition to the initial distribution, BPOL supports the requested reorder of products for these locations along with tracking information so the IRS can respond to inquires concerning the status of their order(s).

The primary objectives of the BPOL System are to:
- Maintain an accurate list of the distribution sites and locations that receive bulk products
- Distribute the BPOL Order Blank to participating locations
- Maintain accurate information about the quantity and status of requested PLANS and items requested and/or shipped to participating locations
- Supply statistical information to the Tax Form Marketing Analyst (TFMAP) for creation of PLANS from previous year's shipments to participators

For BPOL to achieve its objective the following functions are provided:
- Customer Address Entry
- New Customer Information Entry
- Online Browsing and Displaying of Customer Order Status
- Entry of Customer Re-Order/Order Change
- Maintain Historical Information for Subsequent Years Distribution
- Generating Reports for Internal Organizations, as well as requests from other entities within the IRS

Processing Summary:

The BPOL system is the means by which the IRS processes bulk requests for Forms, Publications, Instructions, etc. from institutions such as Banks, Post Offices, Libraries, and Military Bases. This process includes the planning, scheduling and tracking for the disbursement of these items. For all accounts, except for Corporate and Community Partnerships, the process begins with the receipt of the BPOL 1040 Plan Structure (PLANS) from the Tax Form Marketing Analyst (TFMAP). This information is then applied to the BPMASTER and BPORDER tables. BPOL Order Blanks (Form 8635) are then produced for each participator in the program. The form includes the basic plan that the participator had the previous year along with all additional items and quantities they ordered. The participator can elect to change their order or even drop from the program by marking the document as instructed and returning it to the CADC (Central Area Distribution Center). When the document arrives at the CADC the information in the BPOL database is then updated accordingly. If the participator wants the same order as received the previous year and no changes are made, the Bar Code on the document is scanned. If changes are requested, or the participator elects to discontinue participation, then changes to their account are made via online screens in CAPS (Computer Assisted Publishing System).

At a designated time a Non-Respondent Report [a listing of all accounts currently on file. It is broken into Respondent (Active) Accounts or Non-Respondent (Inactive accounts)] is generated from the system. All participators that appear on this report are then called to find out their status and reason they have not replied. These calls are made out of the CADC and the necessary information is again updated online.

Once all participant information has been updated the processes begins to send the necessary information to the Printers for direct shipping of the PLANS and Full Carton Items. A job is run to create files to be sent to the printer for this purpose including mailing labels for the PLANS shipments. Labels are not created for the full carton items. The files generated are sent via electronic FTP or on Diskette to the printers. All items requested that are not included as a full carton item for bulk shipping are then shipped out of the CADC. This includes any reorder requests either through the receipt of the FAX ORDER BLANK FOR BPOL REORDERS or a request received over the phone.

All requests for items, or status of shipments, are made to the CADC. Information is entered into CAPS at the CADC. CAPS transmits a file to CIDS (Centralized Inventory Distribution Center) in Detroit to fill the request. Once the request is fulfilled at the CADC, information on the shipping date is entered into CIDS. As a nightly transmission, a file containing new requests for orders is sent to CIDS and in turn a file is then sent back to CAPS to update the BPOL database tables with the shipping date.

2.0 <u>SECURITY</u>

The majority of users of this application are the BPOL Data Input Specialists from CADC. Access to the External Address System is granted by calling the BPOL Program Analyst at 202.622.6619. The Program Analyst will then contact the Database Administrator and access will be activated. You may also contact the Configuration Manager to obtain access to the system. Anyone not authorized to use the system will receive a message that reads, "You are not authorized to access this application."

3.0 MAIN MENU SCREEN

The Banks, Post Offices, and Libraries (BPOL) application is a part of the External Address application, an order and distribution program which tracks orders for several subprograms. To initiate the BPOL application, you must first type EAPROD from a blank screen within the Computer Assisted Publishing System (CAPS). This will bring up the External Address System Main Menu, shown below.

To access the BPOL program, type BP on the Selection Line and then press Enter.

To exit the External Address System and return to a blank CAPS screen, press PF3.

_____

```
EXM01                      External Address System
                                  Main Menu
  --------------------------------------------------------------------------


            Program                    Description
            -------     ----------------------------------------
            BP          BANKS, POST OFFICES AND LIBRARIES
            CBOP        COMMUNITY BASE OUTLET PROGRAM
            CI          CRIMINAL INVESTIGATION
            EM          EMBASSY
            SB          SMALL BUSINESS
            ST          SCHOOL TRAINING
            TP          TAX PRACTITIONER






                          Selection:  bp
```

3.1   BPOL MAIN MENU SCREEN

Entering BP at the External Address Main Menu will bring you to the BPOL Main Menu Screen, shown below.

Functions 1, 2, 3, 4 and 7 require you to enter a customer account number before you can proceed to the next step. If you do not know the customer's account number, use the Search option (Function #8) to find it.

Press PF3 to return to the External Address Main Menu.

```
_____

EA00M01        BANKS, POST OFFICES AND LIBRARIES        2001-07-12 LANSLOW
                      External Address System              10:00:23
-------------------------------------------------------------------------

                     Enter Function ===> _

     Enter Customer Account Number ===> _____


          +--------------------------------------------------------+
          |  Functions ====>   1    CUSTOMER ADDRESS ENTRY         |
          |                    2    CUSTOMER ORDER ENTRY/CHANGE     |
          |                    3    ADD NEW RE-ORDER               |
          |                    4    SEARCH RE-ORDERS               |
          |                    5    ADD NEW ACCOUNT                |
          |                    6    UTILITY FILE                   |
          |                    7    PREVIOUS YEARS ORDERS          |
          |                    8    SEARCHES                       |
          |                                                        |
          |                                                        |
          +--------------------------------------------------------+
```

3.1.1 <u>FUNCTION #1: CUSTOMER ADDRESS ENTRY</u>

Select Function #1 at the BPOL Main Menu Screen to obtain, enter, or modify a customer's address or phone number. You must have the customer's account number to access this screen.

Use the TAB key to move from field to field within the address form. Once you have finished entering/modifying the information, you must press PF6 to SAVE the modifications and UPDATE database.

Press PF4 to view the order history for this customer - items ordered and the dates shipped. This option is the same as selecting Function #2 from the BPOL Main Menu Screen.

Press PF10 to search for another customer. This option is the same as selecting Function #8 from the BPOL Main Menu Screen.

Press PF3 to return to the BPOL Main Menu Screen.

_____

```
BP10S01       BANKS, POST OFFICES AND LIBRARIES
                Address Information Screen
 --------------------------------------------------------------------------
 Address Information:
       Account: 185005     Type: P  Survey Type:       Survey Date:
   Organization: COLESVILLE BRANCH PO
 Apt/Suite/Attn: MIKE CAMPI
        Address: 13217 NEW HAMPSHIRE AVE
          City: SILVER SPRING              State: MD Zip: 20904 - 9998 - 00
      Branches: 1     Loading Dock:    Response Date:          Status Code: 1
     PLAN1040:         SHIP1040:
    Forms: Label No./Date:          /            Shipped Date:
    Insts: Label No./Date:          /

 Contact Information:
       First Name: MIKE               Last Name: CAMPI
      Phone Number:( 301 ) 879 - 2333

 Entry Date:             Last Updated: 2000-09-20    Last Update Id: RYBORN
       Center:     Region:         District:

 --------------------------------------------------------------------------CAPS
 ENTER=ACCOUNT PF1=HELP PF3=EXIT PF4=ORDS PF6=UPD PF9=ADD REO PF10=SRCH
```

3.1.2 FUNCTION #2: CUSTOMER ORDER ENTRY / CHANGE

Select Function #2 from the BPOL Main Menu Screen to view a customer's order history, or to create a new order for the customer or modify a current order. You must have the customer's account number in order to access this screen from the Main Menu.

If the list of customer orders is longer than one screen, you will see the word MORE at the bottom of the screen. Pressing PF8 will take you to the next screen of information. Use PF7 to go to the prior screen of information. When you have reached the last screen, the words NO MORE will appear at the bottom of the screen.

If you add an order, or change an existing order, you must press PF6 to confirm your modifications or they will not be saved in the database. To add a new order, you must put an "A" in the Add/Chg field next to the catalog number and the other relevant information. To change an existing order, type a "C" in the Add/Chg field. To obtain more information about an existing order, type "M" in the Add/Chg field.

Pressing PF4 will take you to the customer's Address Information Screen, which is the same as if you had gone back to the Main Menu and selected Function #1.

Press PF3 to return to the BPOL Main Menu Screen.

```
_____

EA20S01              BANKS, POST OFFICES AND LIBRARIES
                          Order Information Screen
        ----------------------------------------------------------------
     Account: 185005      Organization: COLESVILLE BRANCH PO
                               Type: P
     Add/           Chk Pre      Form         Order  Ship   Shipped    Cids Order Cids
     Chg Catnum Ltr              Name          Qty    Qty    Date      Generate   Flag

      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____
      _   _____  _   _  _____ _____

        --------------------------------------------------------------CAPS
         PF3=Exit PF4=Addr PF6=Confirm PF7=Back PF8=Forw A=Add C=Chg D=Del M=More
```

3.1.2.1 ADDITIONAL ORDER INFORMATION

Entering an M in the Add/Chg field next to an item on the Order Information Screen will provide more information about that item order, on the Additional Order Information Screen, shown below.

Press PF3 to return to the BPOL Order Information Screen.

```
EA22S01      Banks, Post Offices and Libraries
                Additional Order Information Screen
 --------------------------------------------------------------------------
  Account: 185005  P     Organization: COLESVILLE BRANCH PO

  Catnum: 11330  X  Item: F1040 SCH A & B

     Quantity Ordered: 100   Order Date: _____      Order Time:_____

     Quantity Shipped: 100    Ship Date: 2000-12-08

  Original Order Qty: _____

       Cids Quantity: _____ Cids Date: _____   Cids Order Gen: _____

           Cids Flag: _____

 Contractor Quantity: _____ Cont Date: _____

    Last Update Date: _____     Last Update Id: _____

 ----------------------------------------------------------------------CAPS
     PF1=HELP PF3=Return
```

3.1.3 <u>FUNCTION #3: ADD NEW RE-ORDER</u>

Not all users have clearance to access this Function. If you attempt to access this Function but do not have the security level, you will receive an error message which reads, "Account Cannot Add New Customers".

If you do not know the Catalog number or Form Name for the item you are ordering, press PF10 to go to the Form Menu. This will take you to the BPOL Products File, a utility which lists all of the available documents printed by the IRS and available to customers. Using PF10 from this screen is the same as selecting Function #6, Utility File, from the BPOL Main Menu.

If you are entering a new order, you must put an A (for "ADD") in the Add/Chg field to the left of the Catalog number. If the order has not yet been shipped, it is possible to change it. To do so, you must put a C (for "Change") in the Add/Chg field.

Press PF3 to return to the BPOL Main Menu.

_____

```
EA32S01        BANKS, POST OFFICES AND LIBRARIES
                    * 2000 * Re-Order Information
 Account Number: 185005        Name: COLESVILLE BRANCH PO          Type: P
    Street:
      City: SILVER SPRING       State: MD  Zip: 20904 - 9998
            Processing Date: 2001-07-12   Processing Time: 10:59:11   Pages:
                                            R                            OF
 Add  Catnum C Pre-       Form          Qty Bef. E   Qty     Qty    Shipped   C
 Chg         L Fix        Name              Sug.  P Ordered Shipped  Date     F
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
  _  _____  _  _ _____  _____  _  _____
                              NO MORE

A=Add, C=Change, PF3=End, PF7=Up, PF8=Down, PF10=Form Menu
```

3.1.4 **FUNCTION #4: RE-ORDER INFORMATION**

To view a customer's re-order history, select Function #4 from the BPOL Main Menu. It is not uncommon for customers to have no history of placing any re-orders. If this is the case, CAPS will not proceed beyond the Main Menu Screen. It will simply reset the screen. There is no error message to let you know that you can not go any farther or that there is no re-order information for that customer.

If the customer does have a history of re-orders in their account, you will come to the Re-Order Information Screen, shown below.

Press PF3 to return to the BPOL Main Menu. This screen shows you the date and time of all re-orders that have been placed for this customer account.

_____

```
EA30M001
                        Re-Order Information
       Account Number: 100936        Type: L
   Name: PAHIGIAN                      Address: 45 PEARL ST
 Street:
   City: CAMBRIDGE          State: MA  Zip: 2139  - 4047
 Contact:                         Phone:( 617 ) 349 - 4011 Ext.:
 Response Flag(Remove Account): 1
               |------Processing------|   Operator              Pages:
     Review       Date       Time         Ident.                  OF
       _       2000-12-25 00.00.01        LANSLOW
       _       2001-07-12 12.38.01        LANSLOW
       _
       _
       _
       _
       _
       _
       _
       _
       _
                           NO MORE
 PF3=End, PF4=Address, PF5=Write-Ins, PF7=Up, PF8=Down, PF14=Last Years Orders
```

3.1.5 **FUNCTION #5: ADD NEW ACCOUNT**

When you need to add a new customer to the BPOL database, select Function #5, Add New Account, from the BPOL Main Menu.

Not all users have clearance to access this Function. If you attempt to access this Function but do not have the security level, you will receive an error message which reads, "Account Cannot Add New Customers".

Use the TAB key to move from field to field. When you have finished entering all the data, press PF2 to ADD the file to the database. If you do not press PF2, all of your modifications will be lost when you leave this screen.

Press PF3 to return to the BPOL Main Menu.

```
BP10S01      BANKS, POST OFFICES AND LIBRARIES
                Add Address Information Screen
 -----------------------------------------------------------------------------
 Address Information:
      Account: _____  _  Type: _  Survey Type:       Survey Date:
  Organization: _____
 Apt/Suite/Attn: _____
      Address: _____
         City: _____ State: __  Zip: _____ - ____ - __
     Branches: ____ Loading Dock: _  Response Date:          Status Code: _
     PLAN1040: ____    SHIP1040:
     Forms: Label No./Date:            /              Shipped Date:
     Insts: Label No./Date:            /
 Contact Information:
 Title: _____  First: _____ MI: _ Last: _____

  Phone Number:( ___ ) ___ - ____       Fax Number:( ___ ) ___ - ____
        E-Mail: _____
 Entry Date:            Last Updated:              Last Update Id:
      Center:      Region:          District:
 --------------------------------------------------------------------------CAPS
 PF1=HELP, PF2=Add, PF3=Exit
```

3.1.6 **FUNCTION #6: UTILITY FILE**

Select Function #4 from the BPOL Menu when you need to view the BPOL Products File. You would use this option when you need to order a product but you do not know its correct Catalog Number or Form Name. The Products File option is available to help you search for the item you wish to order.

If the number of products is greater than the screen is able to display, the word "MORE" will appear at the bottom of the list. Press PF8 to scroll to the next page of products. Press PF7 to return to the previous page.

Press PF3 to return to the BPOL Main Menu.

_____

```
EAUTS01        BANKS, POST OFFICES AND LIBRARIES
                         Products File
  Form Name Search:                              Core Only:
     Pre-       Form           Cat  C Carton C  Unit   Max   Prt         C S  C
  Chg Fix       Name           Num  L  Qty   O Issue   Qty   Seq  Notice L T  F
        _  FORMS RACK          10343 Q 1      _ 1      20    1000         A
     _  F 940                  11234 O 3000   _ 25     31000 1030         A
     _  I 940                  13660 I 1000   _ 10     25000 1060         A
     _  F 941                  17001 Z 1500   _ 25     31000 1090         A
     _  I 941                  14625 L 2000   _ 10     25000 1120         A
     _  F 943                  11252 K 3000   _ 25     31000 1150         A
     _  I 943                  25976 L 1500   _ 10     25000 1180         A
     _  F 943 A               17030 C 3000   _ 25     31000 1210         A
     _  F 1040 EZ (K)          26044 C 3000   K 25     50000 1240         A
     _  F 1040 EZ (L)          12617 R 3000   L 25     50000 1270         A
     _  F 1040 EZ (P)          12616 G 3000   P 25     50000 1300         A
     _  F 1040 A (K)           26043 R 3000   K 25     50000 1360         A
     _  F 1040 A (L)           12601 H 3000   L 25     50000 1390         A
     _  F 1040 A (P)           12602 S 3000   P 25     50000 1420         A
     _  I 1040 A               12088 U 110      10     25000 1450         A
                                     MORE
 --------------------------------------------------------------------CAPS--
  PF3=End, A=Add, C=Change, D=Delete, Enter=Search
```

BPOL AUXILIARY DISTRIBUTION SYSTEM

3.1.7 FUNCTION #7: LAST YEAR'S ORDERS

To view an account's order information from the previous year, select Function #7 from the BPOL Main Menu. You must enter the Customer Account Number in order to access this option.

To search for a specific order, type in the Item ID or the Account number in the area next to the word Itemid. The cursor automatically lands in this slot when the screen is pulled up.

If the number of orders is greater than the screen is able to display, the word "MORE" will appear at the bottom of the list. Press PF8 to scroll to the next page of products. Press PF7 to return to the previous page.

Press PF3 to return to the BPOL Main Menu.

_____

```
EA70S01                    BPOL Aux Mail Out System
                           Last Years Order Information
   Account Number: 100022 Name: US POSTAL SERVICE              Plan1040:
  Number of Items: 57     Itemid:                      Page: 1   of  5
     Pre-       Form        Catalog   Write-In   Total               No. of
     fix        Name        Number    Order    Re-Order   Total    Reorders
        P1132 BINDER        64585S        1                   1
     F  W-4                 10220Q      200                 200
     F  1040 A SCH 3        12064K      150                 150
     F  1040 SCH C          11334P      400                 400
     F  1040 SCH C-EZ       14374D      300       300       600         1
     F  1040 SCH D          11338H      350                 350
     F  1040 SCH E          11344L      300                 300
     F  1040 SCH F          11346H      350                 350
     F  1040 SCH R          11359K      250                 250
     F  1040 SCH SE         11358Z      700                 700
     F  1040 X              11360L      100       200       300         2
     F  1099 MISC           14425J      200       200       400         1
     F  2106                11700N      250                 250
     F  2441                11862M      500                 500
                           MORE
  PF3=End, PF7=Up, PF8=Down, Enter=Search for Itemid or Account Number
```

3.1.8 __FUNCTION #8: SEARCHES__

You will need to perform a search if you do not know the correct customer account number. Otherwise, you will not be able to access any of the account data for a customer. To perform a search, select Function #8 from the BPOL Main Menu. This will bring you to the BPOL Search Information Screen, shown below.

The Search Information Screen provides several different sorting options. Leaving the Search line blank, press PF5 to get a list of accounts sorted by Country code. Pressing PF9 will sort by Account numbers. PF10 will sort by Telephone numbers, if there are numbers listed in the database. Use PF11 to sort by ZIP code, and PF12 to sort by the Last name of the contact person.

Use PF8 to scroll to the next screen of information. Use PF7 to scroll back to the previous page of information.

When you find the account you are seeking, type an X in the field next to the account number and press enter. This will take you to the Address Information Screen. (This is equivalent to exiting to the BPOL Main Menu and then selecting Function #1.)

Press PF3 to return to the BPOL Main Menu Screen.

```
EA80S01              BANKS, POST OFFICES AND LIBRARIES
  Search:                  Search Information Screen
 -----------------------------------------------------------------------
                         Sorted by Account Numbers         1
  X  Account   Status    Last-Name      First-Name        Company-Name
  _   100001     N    SANTIAGO       GILBERT          US POSTAL SERVICE
  _   100006     N                   POSTMASTER       POSTMASTER
  _   100009     1    FONSECA        JOSE             NORTH STATION
  _   100010     1    MENDEZ         MIGUEL           US POSTAL SERVICE
  _   100013     N    SANTIAGO       ANTONIO          POSTMASTER
  _   100014     1    MARRERO        NORMA            POSTMASTER
  _   100019     1                   QUINONES         US POSTAL SERVICE
  _   100021     1    MATIAS         FELIXA           U.S. POSTAL SERVICE
  _   100022     1    DAVILA         WALDEMAR         US POSTAL SERVICE
  _   100024     3    ALVAREZ        PABLO            U.S. POSTAL SERVICE
  _   100027     1    JIMENEZ        JESUS            US POSTAL SERVICE
  _   100028     1                   POSTMASTER       U.S. POSTAL SERVICE
  _   100032     1    LUGO           LUIS             US POSTAL SERVICE
  _   100034          SEDE           CAMREN           US POSTMASTER
  _   100039     1    COLON          A                A.L. COLON POSTMASTER
                                  MORE
 ----------------------------------------------------------------------CAPS
  PF3=Exit PF5=Cntry PF7=Back PF8=Forward PF9=Acct PF10=Phone PF11=Zip PF12=Last
```